



Housekeeping and infection prevention staff: part of GRH's drive for better patient care

People like Caroline Woelfle and Karen Straus are on the front line of preventing infections and improving patient safety at Grand River Hospital.

With antibiotic-resistant organisms on the rise in the community, Caroline's and Karen's work is vital. A housekeeper for nine years, Caroline follows a strict set of protocols on her latest task... cleaning a room in the hospital's medicine unit where a patient had been isolated to prevent the spread of an infection.

Before a new patient receives care in the room, Caroline will put on her gown and gloves. She'll have a special infection control cart, rags, a mop and a bottle of Virox ready. She'll then enter the recently-vacated room, thoroughly cleaning surfaces, bed rails, call buttons, mattresses and the washroom. In some cases, the walls will be cleaned and the curtains sent to the laundry.

"I'll clean this room for 45 minutes," Caroline explains. "If a patient had C. Difficile (a gastro-intestinal bacteria), another housekeeper will come in and clean it all over again before a new patient is admitted."

Caroline and other housekeepers work closely with GRH's infection prevention and control department. Infection control specialists like Karen are vital in making sure the latest infection control evidence becomes front-line practice, so a patient room is properly cleaned and infections won't spread in the hospital.

"Housekeepers and infection control staff work together well," says Karen, who works on GRH's peri-operative services and medicine unit. "We make sure we follow the latest information from the Provincial Infectious Diseases Advisory Committee, or PIDAC, the gold standard in infectious disease management in Ontario."

"From 1995 to 2004, rates of MRSA (an antibiotic-resistant staphylococcus strain) increased 13-fold," explains Ruth Schertzberg, GRH director for infection prevention and control. "Therefore, the efforts of housekeeping and infection prevention personnel are critical in reducing infections and saving lives."

Barbara Pickworth, GRH's director of food services and house-keeping, adds the hospital places a heavy emphasis on

the recommendations of PIDAC. "Nine physicians and four infection control managers from across Ontario have developed and continue to develop steps that go to the provincial medical health officer for approval. These become practices that help keep hospitals safe."

Families and friends of patients also have important roles to play in preventing infections. Visitors can help improve patient safety by:

- Regular hand-washing before and after patient contact;
- Following all infection control steps if a patient is infected with an antibiotic-resistant organism; and
- Not visiting the hospital while infected with a communicable disease like a cold, influenza or a stomach virus.



Karen Straus and Caroline Woelfle are among the dedicated GRH personnel working to improve patient safety through better infection control.

WAVE Awards recognize outstanding Grand River Hospital staff, physicians and volunteers

Grand River Hospital is pleased to celebrate the seven individuals and two teams that won WAVE (*We Acknowledge Valued Efforts*) Awards for 2009.

The WAVE program recognizes exceptional people and the valuable contributions they make everyday. A committee of peers chose the recipients as staff members and teams that stand out and exemplify GRH's accountabilities.

The nine individual and team award winners for 2009 are:

Deb Bruce, Finance

Deb assists with the gift wrap fundraiser that is organized by the volunteer association. She has been very supportive of the event and taken on a shift supervisor role along with volunteering every week.

Deb's nominees describe how she inspires and motivates those around her to sign up for the gift wrap. Over the past two holiday seasons, the wrapping program brought in a total of \$32,000, with all proceeds going to improving patient care.

Margaret Hackert, Endoscopy

Margaret's nominators spoke to the range of attributes she offers to patients and her fellow staff. She is described as "unfailingly kind to her patients, reassuring them, calming their fears and supporting them through discomfort".

Margaret has received accolades for her technical expertise, her resourcefulness within the endoscopy unit and her work to enhance educational opportunities and organize conferences.

Norma Hergott, Social Work

Norma's nominators describe her special gifts: "Genuine caring for her clients comes naturally for her. Patients appreciate her willingness to listen, her wealth of knowledge, and contacts for services throughout our community."

Norma has cultivated a strong relationship with the local branch of the Kidney Foundation, serving on their board and their patient services committee. With her depth of experience and genuine interest in their well-being, Norma is able to guide patients through a dizzying maze of programs for each individual and their unique situation.

Shahnaz is a likeable and responsible person. Through her ownership of activities on the mental health unit, a weekend program is available when programs did not previously exist.

Rev. John Lougheed, Spiritual Care

John Lougheed's nominators say, "He finds a way to have a positive impact



Winners of GRH's WAVE awards for 2009 included the following people: front row, left to right: Sadie O'Hagan, Emily Parsons, Catherine Nesbitt-Timmons, Norma Hergott, GRH President and CEO Malcolm Maxwell (who presented the awards), Deb Bruce, Alannah Bell, Dr. Michael Kelly, and Margaret Hackert; back row, left to right: Ann Phillips, Violet Toews, Melanie Looser, Ellen McConachie, Rev. John Lougheed, GRH Board Chair Bryce Walker, Ketan Garach, Sheri Blakely, Dorothy Burke, and Colleen Backewich. Missing is Shahnaz Koji.

Dr. Michael Kelly, GRT4

Dr. Kelly's nominators note the workday automatically improves when he enters a unit due to the confidence that staff and patients have in his abilities. He is described as both professional and extremely humorous.

He speaks to patients with respect and compassion and always has time to talk. Staff members feel very comfortable in approaching him to discuss their concerns – he is an incredible listener.

Shahnaz Koji, Volunteer in Psychiatry

Shahnaz has volunteered for three years with the inpatient mental health program, and has also taken on the co-ordinator role for the Saturday morning activity program, all while completing her PhD studies at the University of Waterloo.

on everyone he interacts with, whether a patient, visitor, volunteer, or staff member. He emphasizes the importance of teamwork and co-operation, but still always puts patients first."

John is described as fun-loving and willing to share a story that always has a meaningful message. His calm and professional demeanor is his trademark. John's nomination is summed up simply: he genuinely cares – period.

Violet Toews, Retail Pharmacy

Violet has received accolades for her dedication, resourcefulness to staff, support to units, and holistic approach to patient care.

Her nominators spoke about how she has shown exceptional care to many patients who are not able to afford basic medical needs for themselves or their babies.

Violet attends to many single new moms and new Canadians on limited incomes with sensitivity to their individual needs.

Violet's nominators note that, "She works quietly behind the scenes. Only a few of us know the huge impact that she has on our patients, our community, and those who have the privilege of working with her."

Ontario Cancer Symptom Management Collaborative Project Team - **Ann Phillips, Ketan Garach, Sakina Kirefu-Khan, Carrie Meier, Sadie O'Hagan and Dorothy Burke**

This project is a quality initiative to improve the quality of cancer symptom management related to disease and treatment effects.

Clinical assistants have been responsible for ensuring patients completed symptom management tools on paper and gave them to the physician and nursing team. With this program, new technology allows patients to use a computer kiosk to complete the process electronically. Volunteers have helped patients use the kiosks, reducing some of the anxiety of their clinic visits.

Clinical assistants still follow up with patients in waiting rooms to ensure they have used the kiosks. For those unable, assistants provide paper tools and help patients understand why this is happening and how it will improve their care.

PIP Team - **Sylvia Anstett, Colleen Backewich, Ellen McConachie, Melanie Looser, Neika Usher, Sheri Blakely, Michele Doucette, Catherine Nesbitt-Timmons and Emily Parsons**

The Process Improvement Program Team members have worked with point-of-care staff to make process improvements to reduce waste and redundancy and help patients move through the hospital faster.

The PIP team have become ambassadors of change at GRH. They have committed themselves to improving the availability of care provided to the patients.

Congratulations to all of the recipients of Grand River Hospital's 2009 WAVE Awards!

A Look Ahead At GRH



Malcolm Maxwell President and CEO of Grand River Hospital

I'm pleased to provide a look ahead at Grand River Hospital's plans in 2010 and talk about the opportunities and challenges we face.

First, I'd like to speak to an on-going success. GRH's Grand River Regional Cancer Centre continues to earn high rankings in Cancer Care Ontario's monthly surveys of the province's cancer centres. GRRCC consistently places as the top centre in Ontario for patient access to radiation therapy and chemotherapy. We're fortunate that area patients can receive a wide range of cancer treatments both at GRRCC and through partner hospitals in the Waterloo-Wellington Regional Cancer Program.

Grand River Hospital is pleased to be a candidate in a three-year program with the Registered Nurses' Association of Ontario. The Best Practice Spotlight Organization program will help GRH's nurses to avail themselves of new evidence-based practices to improve patient care. GRH's nurses are highly educated and experienced professionals. We want to support their continued education to benefit patients.

We expect another busy year in our maternity service, which is one of Ontario's largest and continues to grow. In 2010-11, GRH staff members, midwives and physicians will care for about 4,500 newborns and their moms.

We are making progress with nearly \$76 million in construction at our K-W and Freeport sites. Several parts of our patient care development at the K-W Site will be complete this year. These include a new intensive care unit, expanded mental health facilities for adults and children as well as new facilities for outpatient surgery and minor procedures. We will soon finish construction on our specialized mental health facilities at the Freeport Site, offering new programs and services for the region's patients.

We are preparing our budget for the 2010-2011 fiscal year. We realize the economic environment is difficult, which will affect public sector spending. We are preparing to deliver services with a small increase to our budget, with revenues growing between zero and two per cent.

Our first priority is to maintain access to acute care services which can only be offered by the hospital. We will help patients who have completed their acute hospital stay receive community service through our partnership with the Waterloo Wellington Community Care Access Centre. If patients are able to leave hospital sooner to receive home care or in some cases long-term care, their needs can be met while a hospital bed also becomes available for other acute care patients needing hospital admission.

We are making progress in this area. The number of patients remaining in the hospital after their acute stay has been completed has declined from 125 a day in 2008 to about 75 a day now. We are grateful for our partnerships with the Waterloo Wellington CCAC to make improvements for area patients.

In short, 2010 promises to be busy as we celebrate successes, open new facilities and provide high-quality care within available resources. We're confident in continuing to provide exceptional care with compassion to the region's residents.

North, South, East, West: GRH volunteers cover it all

By GRH volunteer Jenny Chan and co-ordinator of volunteer resources Susan Wilgress

What is volunteering? What does it mean to you? Everyone has different perspectives about the topic. To four individuals at Grand River Hospital, it means more than collecting community hours or receiving a reference letter.

Lucille West and **Tom East** are volunteers at GRH's K-W Site at the information and portering desk. They present a welcoming and friendly atmosphere to patients and visitors by providing information, direction or personal escort. Lucille also distributes donated magazines to waiting areas throughout the hospital. This helps to ease anxiety and helps people pass time.

According to Tom, "Helping people is good exercise and something to look forward to." Lucille sees volunteering as a form of giving back to the community

to create friendships by connecting with different people. "Volunteers enhance patient care, freeing up valuable time for nurses and porters," she says.

Betty South volunteers at GRH's Freeport Site for volunteer resources and public affairs. She is an office assistant who delivers vases of fresh flowers to new patients, posts communiqués and news releases, and much more. She executes any action to benefit society. For example, she places a container in the office to collect aluminum metal tabs to help raise funds to purchase wheelchairs in the community. As Betty explains, "I am not looking for a special place in Heaven; I just want to do the best I can on Earth."

John North is an on-call chaplain. The calls are often from the emergency

department, palliative care or oncology. He helps patients and families through difficult times like trauma or a death. He finds it very gratifying and rewarding to help people and be part of society in serving for the sick. Volunteering gives him a balance in life. "When the barriers are down, things are very real, which is refreshing," says John.

There are different forms of volunteering within Grand River Hospital. These range from answering a question to comforting patients through difficult times in life.

Those individuals who give of their time gain experiences and personal growth, and recipients gain better health care.

Thank a volunteer today! And if you'd like to volunteer at Grand River Hospital, please call 519-749-4300 ext. 2613

Learning the importance of colon cancer screening



With the help of a 40 foot-long model colon, local and provincial cancer providers recently helped Waterloo Region residents learn more about colon cancer and the need for regular cancer screening.

ColonCancerCheck, a joint program between the Ministry of Health and Long-Term Care and Cancer Care Ontario, brought The Giant Colon Exhibit to Waterloo Town Square in February. Over 3,500 people took in the exhibit, walking through the eight foot tall colon and speaking with health professionals about colon cancer.

"Ontario has one of the highest rates of colorectal cancer in the world, yet not nearly enough eligible Ontarians are getting screened. Proper screening saves lives and our work with the Giant Colon Exhibit helped teach area residents about its importance," said Dr. Craig McFadyen, regional vice president of the Waterloo Wellington Regional Cancer Program and vice president of cancer services at Grand River Hospital.

According to the Canadian Cancer Society, an estimated 8,100 Ontarians were diagnosed with colorectal cancer in 2009. Another 3,300 others died from the disease. However, there is a 90 per cent chance of curing colorectal cancer when the disease is caught early through regular, repeated screening.

The Giant Colon offered a rare look inside the body, and at the same time provided healthy lifestyle tips and explanations of diseases of the colon to visitors.

The Waterloo Wellington Regional Cancer Program, along with the Grand River Regional Cancer Centre advise if you are 50 years of age or older, or have a family history of colorectal cancer, you should talk about colorectal cancer screening options with your family health care provider.



A simple home screening test called a fecal occult blood test (FOBT) is available at no charge for average risk individuals from family health care providers. Ontarians without a family health care provider can contact INFOLine at 1-866-410-5853.



When answers can't wait...

Do I have multiple sclerosis? Is the tumour benign? Did the cancer come back? When a fast, accurate diagnosis makes all the difference, answers can't wait. That's why Grand River Hospital needs to update its magnetic resonance imaging (MRI) technology.

An MRI is a painless, non-invasive procedure that gives doctors an extremely accurate method of disease detection throughout the body. MRI scans represent the very best in medical imaging, and are complementary to both CT scans and ultrasound. Discovering diseases and conditions at an early stage makes them much easier to successfully treat.

A letter was recently sent to our donors from Jennifer MacKinnon, administrative director for medical imaging and special testing at GRH, asking for your support.

Foundation's Holiday Appeal a Success!

Thanks to our community's support of our holiday appeal, over \$315,000 was raised for new beds for complex continuing care. On behalf of our patients and staff, thank you for your generosity in helping us to reach 110 percent of our goal.

To make a gift to our Spring Appeal for MRI upgrades, look for the appeal in your mailbox, or use the coupon and envelope included in this publication. Donations are also gratefully accepted online on our secure site at www.grhf.org.

Architects of Care Supporters Home Hardware founder and CEO tour ICU



Visiting the construction site of GRH's new intensive care unit (ICU) are Walter Hachborn, Home Hardware founder and president, and Paul Straus, vice president and CEO. Blondina Matheson, GRH corporate director of planning, redevelopment and facility redesign leads the tour.

Home Hardware Stores Ltd. donated \$500,000 for construction of the new ICU, one of the Foundation's four Architects of Care projects. Home Hardware's gift was instrumental in helping Grand River Hospital ensure we can handle the most complicated cases and provide the best of care to our sickest patients.

Local **Avon** independent sales representatives raised \$5,000 for the Waterloo Wellington Breast Centre. Pictured are: Cheryl Anderson, Avon manager; Cindy Muise, Avon manager; Jane Jamieson, GRH Foundation associate director; Lori Temple, regional co-ordinator for integrated screening programs; Gail Bamlett, Avon divisional manager; the two top sales representatives for the Breast Cancer Crusade: Gay Anderson and Pat Hodgson; and Gail Guest, Avon manager.



The staff of Cora's and Waterloo Mayor Brenda Halloran celebrate the grand opening of the new **Cora's Restaurant** in Waterloo Town Square. Thank you to the Cora's team for the \$3,000 gift to the neonatal intensive care unit.



The **Ontario Automotive Recyclers Association** (OARA) donated \$10,000 to the hospital's regional cancer program through its Retire Your Ride program. Pictured are Theresa Fischer, GRH Foundation Board of Governor's chair and Jim Woelfle of JMW Automotive.

Community Shows Its Support for CAIP - Child and Adolescent Inpatient Psychiatry



Executive of the **Kiwanis Club of Elmira**, Jim Schwindt, Jamie Meek, and Ron Wagner, present a \$15,000 gift to GRH Foundation associate director, Jane Jamieson. The gift was made from the proceeds of the 2009 Waterloo Region Dragon Boat Festival in support of the CAIP redevelopment.



The **Retired Teachers Association of Ontario, District 11** held their 13th annual golf tournament on September 15, 2009 with proceeds to the CAIP unit. Tournament Chair, Jim Fox, presents the gift to GRH Foundation development officer Kim Wilhelm.

Additional support came from:

- **Best Buy** for equipment purchases;
- The **May Court Club of Kitchener-Waterloo** through the 2009 Christmas Dreams program;
- **Paradise and District Lions Club** for equipment purchases; and
- **Starlight Children's Foundation Canada** for the purchase of a Nintendo Wii.



YOUR CONTRIBUTIONS AT WORK



Surgeon Dr. Mohamed Husien, displays the hospital's new liver machine which is used for liver surgeries, including liver cancer surgery. This \$181,000 unit was funded by Foundation donors.



The **Grand River Hospital Volunteer Association** funded a \$12,000 patient monitor for the post anaesthetic care unit (PACU). This equipment is used to monitor a patient's vital signs after surgery.



Gifts to the hospital's cancer program funded a \$40,000 dosimetry phantom. This "phantom" is a tissue equivalent plastic replica of a human thorax. It helps radiation therapy staff plan and treat patients with lung cancer.



Channer's Men's Clothiers held a silent and live auction and fashion show at their downtown Waterloo store on October 28, 2009. The event raised \$11,000 for women's cancer research at GRH. Thank you to all organizers and participants.

Local Portuguese Community Shows Support for GRH

(Pictured) Members of the **Portuguese Club of Cambridge** present a \$10,000 gift to be used for GRH's renal program. The funds were raised through their 2010 Portuguese Amigas Dinner. Additionally, the **Kitchener Portuguese "Festa Das Amiga" Club** recently donated a \$10,000 gift to the Waterloo Wellington Breast Centre.



Fundraising Friends

Grand River Hospital Gifts:

- Activa Holdings Inc.
- AirBoss Rubber Compounding
- Alles Drywall & Interior Construction Inc.
- AMEC Earth & Environmental
- Army Navy Airforce Vets in Canada #344
- Ayr Farmers Mutual Insurance Company
- Bill Snyder Electric Inc.
- Bio Safe Skin Products
- Campana Systems Inc. and staff
- Cardinal Woodcraft Inc.
- City of Kitchener - Civic Contribution Committee
- Conestogo Electric Inc.
- Cross Country Concrete Ontario Limited
- Culliton Brothers Limited
- DEW Ontario Ltd.
- Elmira Agri-Systems Inc.
- Emmanuel United Church
- Erb Financial Services Inc.
- German Church of God
- Golf for Cure 6th Annual golf tournament
- H. Wolynetz Investments Limited
- Henry Walser Funeral Home Ltd.
- Kahn Jewellery
- Kieswetter Motors Inc.
- King Wok Chinese Food
- Kitchener Honda
- Lions Clubs International, Kitchener Oktoberfest Lions
- M&M Meat Shops Ltd.
- McCormick Rankin Corporation
- Mighton Engineering Ltd.
- ML Tax Service Inc.
- Nara Electronics Ltd.
- Oktoberfest Run (13th annual)
- Patene Building Supplies Ltd.
- Performance Initiatives Inc.
- Preston Scout House Band Inc.

- QLO Management Inc.
- Reitzel Insulation Company Limited
- S & S Roofing
- Smith & Weisz Poultry Veterinary Services
- St. Jacobs Printery Ltd.
- Synergy Esthetics Special Hands & Feet Fundraiser
- Tire Team Centres Inc.
- Twin City Graphics Inc.
- Voila Institute
- Waterloo Region Bed & Breakfast Association's Holiday Tour
- With a Song For Life Concert
- Your Neighbourhood Credit Union
- Zion United Church Women
- Zalagenas & Ward



Thank you to the **Donna Mak Piano Studio** and students who held a yard sale and piano recital, and raised \$2,497 for the Grand River Regional Cancer Centre.

Thank you to the Foundation's Young Philanthropists:

- Laurelwood Public School raised \$1,700 from their student book sale for the cancer centre
- Ryan Little, age seven, raised money for the cancer centre with a lemonade stand
- WCI students donated toys for inpatient children's services
- Emmaline, Sloan, Jacob and Boyd Stark's bake sale

Other Donor Directed Gifts:

- Blooming Dale's for breast cancer research
- Carol Martin's Avon Angel Fundraiser for paediatric oncology
- Civitan Sports for paediatric oncology
- Conestoga Lodge Retirement Home's "Proud in Pink" day for the Waterloo Wellington Breast Centre
- Crosby Volkswagen Audi Inc. for Architects of Care
- Curves (King and Northfield) for the Waterloo Wellington Breast Centre
- Dalsa Inc. and employees for the ICU
- Greek Ladies Philoptochos Society for the Waterloo Wellington Breast Centre
- Hoffmann-La Roche Limited for the district stroke clinic
- Leejay Levene card sales for the ICU
- Mabel & Gordon McMillen Foundation for pain pumps
- Maple Leaf Consumer Foods Distribution 29th annual Charity Golf Classic for GRH's regional cancer program
- Newo Holdings Ltd. for Architects of Care
- Optimist Club of Lakeshore Village for inpatient children's services
- Optimist Club of Petersburg for children's services
- PIB RWAM Invitational Golf Tournament for hospitality network for children's services
- St. Theresa School Dress Down Days for inpatient children's services

Clarky's Kids Donors for POGO satellite clinic through the Kitchener Rangers:

- D3 Golf Tournament
- Dewar Home Improvements
- Dyna-Co Construction Ltd.
- Kitchener Minor Hockey Association
- Kitchener Rangers Fan Bus
- Marsh Private Client Services
- Pine River Church

Twin City Harmonizers show generosity with *Harmonize for Speech*



Grand River Hospital Foundation development officer, Kim Wilhelm accepts a \$3,000 gift from members of the **Twin City Harmonizers** quartet "Amour", Lorne Brubacher, Paul Wagg, John Duggan and Ted Kobak. For several years, The Harmonizers have supported the GRH Freeport Site's communication technology clinic. The Harmonizers' annual Spring Show, "Over the Rainbow" will take place May 14th at 7:30pm and May 15th at 2:00pm at the Waterloo Mennonite Brethren Church on Lexington Road in Waterloo. Proceeds from the event will benefit the Harmonize for Speech Fund, in support of speech-related projects and equipment at hospitals, clinics and treatment centres throughout Ontario. Tickets are \$20 for adults and \$15 for kids under 16. To purchase tickets, please call 519-894-2429.

HOW TO REACH THE FOUNDATION OFFICE:

In Person: Ground level (4th floor) of the K-W Site's Kaufman Building - 40 Green Street
By Phone: 519-749-4205 **Online:** www.grhf.org
By Mail: Grand River Hospital Foundation, 835 King St. W. Kitchener, Ontario, N2G 1G3



Plan To Attend

The **Knights of Columbus 1504 Charity Auction** will be held on March 27, 2010 at the Knights of Columbus Hall on Manitou Drive in Kitchener with proceeds to the Freeport Health Centre. Contact Mike Delenardo at michael.delenardo@grhosp.on.ca

The **Motorcycle Ride for Dad Spring Fling Dance & Silent Auction** at Golf's Steak House is coming on Friday, April 9, 2010. Tickets are \$10 each and available at the GRH Foundation Office, or at the door at Golf's on the night of the event.

The **2010 Motorcycle Ride for Dad** is June 5, 2010, and raises funds for prostate cancer research at GRH. Visit the Motorcycle Ride for Dad website at: www.motorcycleridefordad.org/kit or contact Dave Mathes at david.mathes@rogers.com or Kit Wilton at kwiltonmrfd@rogers.com for further details.

The 10th Annual **"Eat To Beat Cancer" Charity Pancake Breakfast** in support of the Grand River Regional Cancer Centre will be held on Saturday, April 10, 2010 from 8:00 a.m. to 11:00 a.m. at Swiss Chalet on Weber St. North in Waterloo.

The **2010 105.3 KOOL FM Poster Boy Campaign** with Brian Bourke will be held Tuesday, April 27, 2010 at 12 noon to Tuesday, May 4, 2010 at 12 noon at Fairview Park Mall.

It's Official! Lance Armstrong returns to Waterloo Region on Saturday, August 28th, 2010 for an unprecedented third time. **Ride with Lance!** Visit www.ridewithlance.org for more details.

BMO Financial Group presents **"The Healing of the Global Economy and How it Will Change Your Life"** with Sherry Cooper, VP and Chief Economist, BMO Capital Markets, on Thursday, April 15, 2010 from 5:00 to 7:30 p.m. at Bingemans Ballroom, with proceeds to our region's hospitals. Tickets are \$75 each or \$500 for a table of 8, and can be ordered at www.bingemans.com.

I WANT TO HELP!

03/10

First Name _____ Last Name _____

Street Address _____

City _____ Postal Code _____

Telephone Number _____

Email Address _____

Please accept my one time gift of:

\$50 \$100 \$300 \$500 Other: \$ _____

Gift To: Spring Appeal for MRI Upgrade

Architects of Care Program for redevelopment of intensive care unit, mental health services, surgical services and consolidated outpatient care

Method of Payment:

Cheque (payable to Grand River Hospital Foundation)

Visa MasterCard American Express

Card No: _____

Expiry Date: _____

Signature of cardholder: _____

I authorize GRHF to process my donation as indicated above.

Return to: Grand River Hospital Foundation
835 King Street West, Kitchener, ON N2G 1G3

Supporting GRH through **monthly giving** is another convenient and cost effective way to give. Please contact us at 519-749-4205 or visit www.grhf.org to learn more.



A receipt will be issued for income tax purposes. No. 88918 0394 RR0001

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835 King St. W. Kitchener, ON N2G 1G3

We welcome your input. Please direct any ideas, suggestions, or correspondence to:

Grand River Hospital P.O. Box 9056
Kitchener, ON N2G 1G3

Tel: 519.749.4300 ext. 3979 / Fax: 519.749.4309

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The Pulse is dedicated to providing staff, physicians, volunteers and the community we serve with news about Grand River Hospital, its people, services and programs.
www.grhosp.on.ca / www.grcc.on.ca / www.grhf.org